

Phase - 2
OH-5201
1-73

TSPS *Operator Training*

CREDIT MEMO.

DIAL CREDIT

FURNISH
RECALL

CTO - OVER TIMING ALLOWANCE

STATION - CTO
PTR

PTR - " " "

REPORT WNO - NEW CALL CONDITION

WNO - MORE THAN 1

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People In My Office

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Front of Mark Sense Ticket

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100 B TRAFFIC SERVICE POSITION KEY SHELF

4 COMPARTMENT TICKET BOX

NEW	CANCEL
SCRATCH	COMPLETED

2	1	2	0	2	4	3	0	1	2	3	4
CHARGE*				HOURS*		MINUTES*		SECONDS*			

MULTI LEAF BULLETIN TRAY

NON-COIN COIN HOTEL

OUTGOING TRUNKS RING RELEASE

STATION PERSON

AMA TIMING

COIN

DISPLAY

SINGLE COMPARTMENT TICKET BOXES

NO. NO. PLATE

PRACTICE TAPE 5001

(Person Paid Calls from Coin and Non-Coins)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Answer <u>PERSON PAID</u> Acknowledge Request deposit if required
II. Complete	Announce Acknowledge
III. Follow-through	<u>ST</u> <u>TMG</u> <u>POS</u> <u>RIS</u>

Announcement Phrase:

"(Called Party), please. Long Distance is calling."

(If an extension, rm. number, department or any other information is furnished to help reach the CLD PTY include it in your announcement.)

Deposit Phrase:

"Deposit (amt) more please, for the first (number) minutes." (Manual Coin Return)

"Deposit (amt) please, for the first (number) of minutes." (Automatic Coin Return)

PRACTICE TAPE 5002

(Station Paid Calls and Steady Recalls - Coin)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	<u>STATION PAID</u> and Request deposit
II. Complete	<u>Listen for ring</u>
III. Follow-through	<u>ST TMG</u> - <u>POS RLS</u>

Steady Recalls

<u>NFY</u>	<u>Notify</u> -- <u>POS RLS</u>
<u>CHG DUE</u> 10 overtime inter- vals	Request deposit <u>COIN COL</u> <u>POS RLS</u>
CLD disconnected CLG on line	Request deposit <u>COIN COL</u> <u>POS RLS</u>
CLG off line	<u>RING BACK</u> (2 seconds, wait 4 seconds, until CLG answers) Request deposit <u>COIN COL</u> <u>POS RLS</u>

Coin NFY Phrase:

"It is now the end of the initial period. Signal when through, please."

PRACTICE TAPE 5003

(Notification Calls and Recalls - Non-Coin)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Class-charge <u>KP NFY</u> Key proper digit <u>ST</u>
II. Complete	Announce or Listen for ring
III. Follow-through	<u>ST TMG POS RLS</u>
<u>NFY</u>	Notify - <u>POS RLS</u>

Non-Coin NFY Phrase:

"It is now (number) minutes."

PRACTICE TAPE 5004

(Collect Calls - Charges Accepted)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Class-charge
<u>Coin calling</u>	<u>COIN RET</u> (if required) Display <u>CLD NO</u> if required Request CLG name
II. Complete	Secure acceptance of charge
III. Follow-through	<u>ST TMG POS RLS</u>

Phrases:

"May I have your name please?"

"I have a collect call for anyone, from (CLG PTY).
Will you accept the charge?"

"I have a collect call for (CLD PTY), from (CLG PTY).
Will you accept the charge?"

PRACTICE TAPE 5005

(Collect Calls - Charges Not Accepted)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Class-charge Request CLG name
II. Complete	Announce
<u>Charge not accepted.</u>	Request CLG to hold the line <i>THANK YOU, RLS FWD</i> Question CLG
<u>CLG will pay.</u>	Correct class-charge Request deposit, if required
III. Follow-through	<u>ST TMG-POS RLS</u>
<u>Call canceled</u>	Express regret <u>CA CALL POS RLS</u>

Phrases:

~~"Will you hold the line please?"~~ *THANK YOU - RLS FWD*
"(CLG PTY) will you pay for the call?"
"I'm sorry your call wasn't completed."
~~"My party has canceled the call. Thank you."~~

PRACTICE TAPE 5006

(Credit Card and Special Number Calls)

Basic Step

Operator Action

I. Set-up

KP SPL

Key number and letter as given

ST

KP SPL Flashes

1. If ringing has not started

a. RLS FWD

b. Re-depress KP SPL

c. Request and key the number again

d. ST

e. Recycle - ST

2. If ringing has started

a. Re-depress KP SPL

b. Request and key the number again

c. ST

SPL CLG (Station or Person)

COIN RET (if required)

Hotel CLG

RLS FWD - GST

KP SPL

ST

If KP SPL flashes, follow same procedure as above

Class Charge

Recycle - ST

II. Complete

Announce or listen for ring

COL call charges to
Special Number

SPL CLD (Station or Person)

KP SPL

Key number

ST

If KP SPL flashes, follow same procedure as above

III. Follow-through

ST TMG POS RLS

PRACTICE TAPE 5007

(Third Number Calls - Non-Coin)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	
<u>Area code first</u>	<u>KP SPL</u> - key 3rd No. <u>ST</u> <u>Class-charge SPL CLG</u> (Station or person)
<u>Hotel originated</u>	<u>RLS FWD</u> - <u>GST</u> <u>KP SPL</u> <u>ST</u> Class-charge Recycle - <u>ST</u>
<u>Area code last or place name</u>	<u>RLS FWD</u> <u>Class-charge</u> Secure area code Recycle <u>ST</u> <u>KP SPL</u> - key 3rd No. Depress <u>ST</u>
<u>No clue or Area Code</u>	Begin Keying <u>RLS FWD</u> Request Area Code and No. again Redepress <u>KP SPL</u> and key 3rd No. Class-Charge Recycle - <u>ST</u>
II. Complete	Announce or listen for ring
III. Follow-through	<u>ST TMG</u> - <u>POS RLS</u>
Collect call charges to third number	Class-charge <u>KP SPL</u> - key number <u>ST</u> <u>ST TMG</u> - <u>POS RLS</u>

PRACTICE TAPE 5009

(Person Delay Calls, Completed or Canceled)

Basic Steps

Operator Action

- | | |
|---------------------|--|
| I. Set-up | Class-charge |
| II. Complete | Announce
Question appropriately |
| III. Follow-through | <u>ST TMG POS RLS</u> or
<u>CA CALL POS RLS</u> |

Phrases:

Alternate Party:

Offered: "Will you talk with (ALT PTY)?"

Not offered: "Will you talk with anyone else?"

PRACTICE TAPE 5010

(Person Delay Calls, Leaving Word, Non-Coin)

Basic Steps

Operator Action

I. Set-up	Class-charge
II. Complete	Announce Question
III. Follow-through	Give option
CLG requests LW	Request <u>CLG NO</u> Give call back number <u>CA CALL POS RLS</u>

Phrases:

Option:

"Will you talk with anyone else or shall I leave word?"

Expected time known:

"Would you like to place your call again at (Expected time) or would you prefer to have (CLD PTY) call you back?"

Leave Word Phrases:

Only calling number known:

Single digit--

"Please have (CLD PTY) ~~call~~ ~~(CLG NO)~~ and tell the operator it is a call back (CALL BACK NO) call. *CALL THE OPR AND SAY HE HAS* FROM ~~212-655-2121~~ 719-584-0037

Calling Party's name and/or PBX Station number known:

"Please have (CLD PTY) call (CLG PTY) at (CLG NO) ~~PBX station~~ *CALL THE OPR AND SAY HE HAS* (NO) and tell the operator it is a call back (CALL BACK NO) ~~call~~ *CALL BACK # (GIR) CALL FROM AC & CLG# PBX STA #*

Collect Call Back Phrase:

"Please tell (CLD PTY) that (CLG PTY) at (CLG NO) has called collect and ask him/her to return the call at his/her convenience."

PRACTICE TAPE 5011

(Person Delays, Another Telephone, Non-Coin)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Class-charge
II. Complete	Announce Question
<u>CLD PTY reached at another telephone</u>	Enter new number on face of ticket
<u>CLG requests other telephone tried</u>	Dismiss CLD telephone Display <u>CLD NO</u> Enter original number on back of ticket Redepress <u>CLD NO</u> display
<u>CLD disconnects</u>	<u>RLS FWD</u> <u>KP FWD</u> Key new number <u>ST</u> Announce
III. Follow-through	<u>ST TMG POS RLS</u>
<u>Word left or call canceled</u>	<u>CA CALL POS RLS</u>
<u>New call requested</u>	Dismiss CLD telephone <u>CA CALL</u> <u>KP FWD</u> Key number as given <u>ST</u> Class-charge Proceed with complete and follow-through steps
I. Set-up	

Phrases:

"Shall I try the other telephone?"

"We'll try the other telephone, thank you."

PRACTICE TAPE 5012

(Person Delays, Another Telephone, Coin)

Basic Steps

Operator Action

I. Set-up

Class-charge
Request Deposit

II. Complete

Announce
Question

Called party reached
at another telephone

Enter new number on face of
ticket

Calling requests to try
other number

Dismiss Called - Enter
CHG on ticket
Display CLD NO
Enter original number on back
of ticket
Re-depress CLD NO display

Called party disconnects

RLS FWD
KP FWD
Check display for any change in
rate
Request additional if required
or, return and request correct
amount of deposit
(add 10¢ if required)

III. Follow-through

ST TMG POS RLS
or
CA CALL POS RLS

PRACTICE TAPE 5013

(DA Procedure Canceled)

Basic Steps

Operator Action

- | | |
|---------------------|---|
| I. Set-up | Class-charge
Request deposit (if required) |
| II. Complete | Wait 30 seconds (5-6 rings)
RLS FWD
Give DA report |
| III. Follow-through | Return deposit (if required)
<u>CA CALL</u> <u>POS RLS</u> |

Phrase:

"They do not answer. Would you like to place your call again later, please?"

PRACTICE TAPE 5014

(Calls with BY's or Reorders - Completed or Canceled)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Class-charge Request deposit (if required)
II. Complete	
BY	<u>RLS FWD</u> Give report Recycle - Pause
2nd BY	RLS FWD - give report
REORDERS	<u>RLS FWD</u> Give report Recycle - Pause
2nd Reorder	<u>RLS FWD</u> Recycle
III. Follow-through	<u>ST TMG POS RLS</u> or Coin Returned if required <u>CA CALL POS RLS</u>

Phrases:

"The line is busy. I will try again for you. One moment please."

"The line is still busy. Would you like to place your call again later, please?"

Reorder:

"I will try again for you. One moment, please."

PRACTICE TAPE 5015

(Calls With Station Delays, Recorded, Non-Coin)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Class-charge
II. Complete	Observe signal Make attempts as in <u>PT 5014</u>
III. Follow-through	Give report
<u>CLG requests's subse-</u> <u>quent attempt</u> <u>Record Memo ticket</u> <u>in this order:</u>	Type of delay and subsequent attempt time CLD and CLG names (if furnished) Reminder box Memo designation Time period Class-charge <u>SPL NO</u> (if required) <u>CLD NO</u> Request <u>CLG NO</u> SPEC INST (NFY time if required) <u>CA CALL POS RLS</u>

Phrases:

BY "The line is busy. Would you like to place your call again later, please?"

DA "They do not answer. Would you like to place your call again later, please?"

"I will call you at (time specified) or (in 30 minutes if no time is specified)."

PRACTICE TAPE 5016

(Completing Subsequent Attempts)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	<u>*ACS</u> <u>KP BACK</u> Key CLG NO <u>ST</u> Class-charge Check availability of CLG PTY <u>KP FWD</u> Key CLD NO <u>ST</u> KP Special Number (if required) KP NFY minutes (if required)
II. Complete	Announce or Listen for ring
III. Follow-through	<u>ST TMG POS RLS</u> Mark CA designation on ticket and file

Phrases:

"This is the long distance operator. Are you or
(is CLG PTY) ready to have your or (CLG pty's) call to
(CLD place, area code or CLD PTY) tried now?"

* ACS flashes if a trunk is not immediately avail-
able. Becomes steady when trunk is available.

PRACTICE TAPE 5019

(Flashing Recalls, New Calls and Wrong Numbers)

Types of Request

New Call - original call completed and customer wants new number.

Conversation in progress

WNO reported

Check for dialing error or equipment trouble

COIN CLG

Operator Action

Answer

Enter new number

Acknowledge

COIN COL (if coin CLG)

REC MSG

Class-charge new call

KP FWD

Complete as any other call

Answer

Apologize for interruption

Wait for conversation to resume

POS RLS

Answer

Express regret

Mark number

Enter start of conversation, time

Enter present time

Display CLD NO

CNL TMG

RLS FWD

Display CHG MIN (enter on ticket)

KP FWD

Check display to adjust charge
if necessary

Verify number

ST TMG POS RLS

PRACTICE TAPE 5020

(Flashing Recalls)

Type of Request

Operator Action

Original call completed
Request for dialing
instructions

Give instructions
CLG disconnects
POS RLS

Original call completed
CLG questions number
for Repair Service or
Business Office. CLG
will dial.

Display CLG NO (if required)
Give instruction
POS RLS

CLG wishes to be connected

NO AMA
Listen for ring
POS RLS

CLG dialed 0 +
for a station call

Answer
Class-charge
Give instructions
Listen for ring
ST TMG POS RLS

For other flashing recalls not shown here check PT 5019

PRACTICE TAPE 5021

(Dial "0" Calls)

Type of Request

Operator Action

CLG places call

Answer
KP FWD
Key number
Class-charge
Request name or
deposit as required
Give dial instructions
Complete regular way

Answer

Dial instructions
requested

Give instructions

CLG will dial

NO AMA - POS RLS

Request for connection
to Repair Service or
the Business Office

NO AMA
Display CLG NO
KP FWD
COIN RET (if required)
Listen for ring
POS RLS

Dialing instructions
for Repair Service
or the Business Office.
CLG will dial.

NO AMA
COIN RET (if required)
Give dial instructions
POS RLS

PRACTICE TAPE 5022

(Calls With Station Paid, Non-Coin)

Type of Signal

Operator Action

KEY CLG: Steady or
flashing

Request number
Key 7 digits as given
Acknowledge before
keying 7th digit

KP BACK: lighted

KEY CLG and KP BACK
flashes

Depress KP BACK
Request number again
Key as given

KEY CLG and KP BACK
flashes again

Question appropriately
Key again or
Refer to operator
POS RLS

Insufficient digits or
wrong digit
Answer 3 times

KP BACK
Key again
No response
POS RLS

Requesting Calling Number: "Your number, please?"
or "May I have your number, please?"

Phrases: "Is that the number of the telephone you
are now using?"

"There seems to be some difficulty on your
call. Will you hang up for a moment, please,
and give the call to the operator?"

PRACTICE TAPE 5023

(Calls Requiring Routes and Numbers)

Basic Steps

Operator Action

I. Set-up

CLG questions if
he dialed correctly

Check Code in position
information, if necessary

Code correct
Code incorrect

Class-charge

RLS FWD
Display CLD NO
Recycle and report
KP FWD and give correct
code to CLG PTY

II. Complete

CLD PTY reached
at another place
and number

Route **not** posted

CLD PTY reached at
another place with
address name

Announce

Enter place and number
on ticket
Dismiss CLD telephone
RLS FWD
Display CLD NO - enter
on back of ticket
Enter rate (if required)
Check position information
for route
Reach Route and Rate
Complete in usual way
adjusting rate if necessary

Follow actions above
until route is received
KP FWD to distant Directory
Assistance
Number furnished
RLS FWD
KP FWD - complete

PRACTICE TAPE 5022

(Calls With Station Paid, Non-Coin)

Type of Signal

Operator Action

KEY CLG: Steady or
flashing

KP BACK: lighted

Request number
Key 7 digits as given
Acknowledge before
keying 7th digit

KEY CLG and KP BACK
flashes

Depress KP BACK
Request number again
Key as given

KEY CLG and KP BACK
flashes again

Question appropriately
Key again or
Refer to operator
POS RLS

Insufficient digits or
wrong digit
Answer 3 times

KP BACK
Key again
No response
POS RLS

Requesting Calling Number: "Your number, please?"
or "May I have your number, please?"

Phrases: "Is that the number of the telephone you
are now using?"

"There seems to be some difficulty on your
call. Will you hang up for a moment, please,
and give the call to the operator?"

PRACTICE TAPE 5023

(Calls Requiring Routes and Numbers)

Basic Steps

Operator Action

I. Set-up

CLG questions if
he dialed correctly

Check Code in position
information, if necessary

Code correct
Code incorrect

Class-charge

RLS FWD

Display CLD NO

Recycle and report

KP FWD and give correct
code to CLG PTY

II. Complete

CLD PTY reached
at another place
and number

Route **not** posted

CLD PTY reached at
another place with
address name

Announce

Enter place and number
on ticket

Dismiss CLD telephone

RLS FWD

Display CLD NO - enter
on back of ticket

Enter rate (if required)

Check position information
for route

Reach Route and Rate

Complete in usual way

adjusting rate if necessary

Follow actions above

until route is received

KP FWD to distant Directory
Assistance

Number furnished

RLS FWD

KP FWD - complete

PRACTICE TAPE 5023 (Cont.)

Basic Steps

CLD PTY reached
at another NPA
NNX, CLG questions
location

Operator Action

After RLS FWD
Check with Route and
Rate for location
Give location
Complete usual way

III. Follow-through

ST TMG
POS RLS

PRACTICE TAPE 5024

(Third Number Calls, Coin)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Answer <u>KP SPL - ST</u> Acknowledge <u>SPL CLG</u> (S or P) <u>COIN RET</u> - (if required) Request clg name Request if someone is at third number Enter name on 2nd line of "Bill To" space of ticket
II. Complete	Listen for ring or announce
III. Follow-through	<u>ST TMG - HOLD</u> Enter connect time on ticket as appropriate Display <u>SPL NO</u> - Enter on 1st line of Bill To space <u>ACS</u> an idle loop <u>KP FWD</u> - Key 3rd number ST Secure acceptance <u>POS RLS</u> <u>ACS</u> briefly on held connection <u>POS RLS</u>

Phrases:

Acknowledgement: "Thank you. I'll check that number
after you are connected."

Acceptance: "This is the long distance operator.
(CLG PTY) is calling from another telephone
or (CLG place) and wishes to bill the call
to this number. Will that be satisfactory?"

PRACTICE TAPE 5225

(T&C Calls Non-Coin)

Basic Steps

Operator Action

- I. Set-up
T&C requested
(by CLG party)

Answer
Depress T&C
CLASS CHARGE
(in same order as given
by Cust.)
Request customer to remain
on line.

- II. Complete

Listen for ring (or)
Announce

- III. Follow-through

ST TMG
POS RLS

T&C requested
(by CLD party on
COL Call)

Acknowledge
Depress T&C
ST TMG
POS RLS

PRACTICE TAPE 5225 (Cont.)

(T&C Recalls)

<u>Conditions</u>	<u>Operator Action</u>
<u>CLG</u> (or <u>CLD</u>) party holds for T&C	Quote from DISPLAY <u>POS</u> <u>RLS</u>
<u>CLG</u> (or <u>CLD</u>) party disconnects	Prepare MEMO ticket <u>MAKE</u> <u>BUSY</u> <u>POS</u> <u>RLS</u> <u>ACS</u> delayed trunk Release <u>MAKE</u> <u>BUSY</u> <u>KP</u> <u>BACK</u> (clg party) (or) <u>KP</u> <u>FWD</u> (cld party) Key Number
Number Reached	Quote T&C from ticket <u>POS</u> <u>RLS</u> SCRATCH memo ticket
Number NOT Reached after initial attempts on station delays	<u>POS</u> <u>RLS</u> <u>ENTER</u> delay report <u>FILE</u> memo ticket in proper place

PRACTICE TAPE 5227

Hotel Station and Zero Plus Automatic Timing,
Including Dial Zero

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Answer
Room number given first	<u>KP HO</u> , key room number <u>CLASS CHARGE</u> (Acknowledge as an overlap)
Call details given first	<u>CLASS CHARGE</u> <u>KP HO</u> , key room number
	Request room number if not volunteered
II. Complete	(STA) Listen for ring (<u>PER</u>) Announce
III. Follow-through	
Ring or conversation starts	<u>ST TMG</u> <u>POS RLS</u>

*MARK T+C ON HOTEL CALLS
PUT TICKET FLEXI GLASS HOLDER IN VERTICAL
POSITION.*

Phrase:

"Your room number, please?"

PRACTICE TAPE 5261

(Single Digit Call Back Calls - 6 and 7)

<u>Basic Steps</u>	<u>Operator Action</u>
I. Set-up	Answer Class-charge <u>CALL BACK</u> Request name if necessary
II. Complete	Listen for ring Announce
III. Follow-through	<u>ST TMG</u> <u>POS RLS</u>
Call Back 7 - (if calling party asks you to call back for billing inst.)	<u>NO AMA</u> Record billing ticket
Conversation starts	Display and enter time
Billing ticket imcomplete	Temporary <u>HOLD</u> and complete ticket
Disconnect received	Display and enter disconnect time <u>ACS</u> <u>POS RLS</u>
Billing instructions	<u>ACS</u> <u>KP FWD</u> + number Obtain billing instructions <u>POS RLS</u>

Phrases:

"We are ready on your or (clg. pty.'s) call to (cld. pty.)."

"We are ready on your or (clg. pty.'s) call to (cld. pty.).
would you prefer to give me the billing information now or
when you are through?"

"Please tell (clg. pty.) that (cld. pty.) was ready to talk
and ask him or her to call again at his or her convenience."

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ACS - The Key to Customer Satisfaction

Think of the initials for these three components of service: Accuracy, Courtesy, Speed - think of them each time you sight the access key on a loop.

Accuracy is important for customer satisfaction when you are actually operating. If you depress certain keys in error you will not be able to correct your mistake. For example - ST TMG and POS RLS. If these are operated too soon, the call will leave your position and you will not be able to get it back. Depending upon the type of call, your operating tells the equipment many things about the call which will be used by the Accounting Department for billing the customer. So - Accuracy is important for billing purposes also.

Courtesy is necessary on every call for customer satisfaction. Remember, dialing to reach the TSPS operator is also new to the customer. The TSPS operator must know the correct instructional phrases to use when the customer needs or requests assistance.

Speed is important for customer satisfaction. Speedy service also means other customers don't have to wait for an operator to answer. Accuracy is another consideration, but giving fast service is also a part of giving good service. One of the most important times for speed is in your answer. As soon as you observe the signal and hear the tone, give your answer.

If you have details to carry out on an earlier call, don't delay your answer for this purpose. Do them as an overlap to other activities or use "Make Busy" to give you time between calls. Do not delay your answer. Your call is usually advancing.

CLASS-CHARGE KEYS

It is important to depress the proper class-charge key as soon as you determine the type of call.

If the wrong class-charge key is depressed, the customer would be billed incorrectly.

Very important to remember is the SPL CLG (CLD) class-charge key. This is depressed for credit card calls and on calls billed to a third telephone.

After checking for a route if you determine the call requires a billing ticket, the first thing to do is to change class-charge to NO AMA. If it's necessary to change the class-charge of a call depress the proper class-charge key as soon as this is determined.

LOOP CONDITIONS

There are three loop conditions that must be recognized in order to release or time a call correctly.

NEW CALL CONDITION

A call is in "new call" condition whenever -

- a new call arrives at your position on a 0+, 1+ or dial "0" kind-of-call lamp;
- a new number is keyed forward after operation of the CA CALL or REC MSG key;
- a number has been keyed in two directions on a delayed call trunk;
- the CNL TMG key has been operated on a call arriving on the TSPS as a flashing kind-of-call lamp.

To release a call in new call condition it is necessary to take one of the following actions -

class-charge, ST TMG, POS RLS

class-charge CA CALL, POS RLS

NO AMA, POS RLS

If the HOLD key is operated when a call is in new call condition it will flash. With no other loop in ACS all displays relate to the loop in flashing HOLD. When a loop is in flashing HOLD, new calls will not be permitted to your position.

To change a loop to steady HOLD the POS RLS key must be operated. POS RLS will only be effective if one of the release actions are met.

RECALL ACCESS CONDITION

A call is in "recall access" whenever -

a call arrives on a flashing kind-of-call lamp.

a call returns on a NFY or CHG DUE signal.

the customer flashes on a call in permanent HOLD.

Operation of POS RLS will release the NFY and CHG DUE calls from your position.

To release the call in permanent HOLD or the flashing recall will depend on the customer's request.

INTERIM ACCESS CONDITION

"Interim access" condition exists under the following conditions -

after the operation of the CA CALL or REC MSG key, until a new number is set up forward.

a loop is associated with a delayed call trunk until numbers have been keyed forward and back.

a recall with NO AMA in effect following operation of RLS FWD and KP FWD.

If the HOLD key is operated when a loop is in recall or interim access condition, the HOLD lamp will be lighted steadily. Displays relating to this loop cannot be obtained, and new calls can seize your position.

On a held loop, if there is a disconnect requiring action and you are working on another call, the releasing on the held loop will be done during waiting periods or at the completion of the call.

Some examples of waiting periods when action can be taken on a held loop are -

- before recycling on a station delay;

- while waiting for the called party to come to the telephone;

- definite delay given;

- while waiting on an extension busy.

Do not cut out to take action on a held loop unless there is a definite delay, or unless a delay action can be taken by releasing forward.

Do not take action on a held loop if the current called number or extension is ringing; if either the calling or called party is giving information or asking a question.

If a disconnect is received on a held loop and you are very near the completion of the current call, the action to be taken is display and enter the disconnect time then depress the "Make Busy" key.

Examples that indicate you are near the end of the call are -

- waiting for ringing to start on a station call;
- waiting for conversation to start on a person call;
- leaving word;
- call canceled.

KEY PULSING

If you realize you've made a mistake in key pulsing, before depressing the ST key depress either the KP Back or KP FWD as the case may be, and key pulse the number again.

If you are to key pulse the calling number - depress KP Back. The called number KP FWD.

If you realize you made a mistake in key pulsing a called number after depressing the ST key, depress a Release FWD, then KP FWD and key pulse the number again.

If you depress the KP Back key in error you have lost the calling number stored in the equipment, you will have to key pulse a calling number back into the equipment. Correct a wrong KP key operated by depressing the correct KP key, then key the entire number.

RELEASE FORWARD

Some examples of when to use the Release FWD key are -

- to delay the called number from advancing
- to release the called line when the called customer has hung up
- to release on a station delay signal
- to release distant directory assistance

If you have released forward to keep the call from advancing remember to operate the ST key to advance the call again.

OVERLAPPING

Some opportunities for overlapping are -

Entering your operator's number.

Acknowledging and depressing the class-charge key.

Requesting the deposit and depressing STA PD key on coin calls arriving on STA kind-of-call lamp.

Marking or entering information on tickets as given, or while waiting for the number to answer or the called party to come to the telephone.

Releasing a held call during a definite delay.

Recycling while giving information to the customer.

UNFAMILIAR CONDITIONS

Occasionally you may encounter unfamiliar conditions on calls.

Some of these will be conditions on which you have not been trained, and some will be new variations of calls you have already learned.

As soon as you recognize an unfamiliar condition, take down as much information as you can while the customer gives it to you. Do not interrupt the request but if necessary, release forward to delay the advancement of the call. During a convenient pause excuse yourself to hold the customer on the line while obtaining assistance from the supervisor.

If the unfamiliar condition does not affect the immediate handling of the call, without delaying the advancement, reach the service assistant at the earliest opportunity and explain the condition to her.

Courtesy is a very important factor in handling unfamiliar conditions. As appropriate, express regret, excuse yourself, don't interrupt, and use good judgment in determining what to accept and on what to ask help.

NAMES OF PEOPLE IN MY OFFICE

DISTRICT TRAFFIC MANAGER

TRAFFIC MANAGERS

CHIEF OPERATOR

MY GROUP CHIEF OPERATOR

OTHER GROUP CHIEF OPERATORS

IBM C69125-0 AREA (NO.)-RAO (NO.)									
TO PLACE					TO ST-LOC.				
STUDY					OTHER PLACE				
TO N.P.A.					TO NNX				
0 0 0 0					0 0 0 0				
1 1 1 1					1 1 1 1				
2 2 2 2					2 ABC 2 ABC 2				
3 3 3 3					3 DEF 3 DEF 3				
4 4 4 4					4 GHI 4 GHI 4				
5 5 5 5					5 JKL 5 JKL 5				
6 6 6 6					6 MNO 6 MNO 6				
7 7 7 7					7 PRS 7 PRS 7				
8 8 8 8					8 TUV 8 TUV 8				
9 9 9 9					9 WXY 9 WXY 9				
DATE					DATE				
1 2 3 4					10 11 12 13 14				
MO DAY FROM PLAC					E B STATE CO CODE N				
DATE					REV CN TX BILLIN				

Fig 1.

FROM PLACE									
TO NO.									
0 0 0 0									
1 1 1 1									
2 2 2 2									
3 3 3 3									
4 4 4 4									
5 5 5 5									
6 6 6 6									
7 7 7 7									
8 8 8 8									
9 9 9 9									
DIAL RATE									
19 20 21 22 23 24									
NUMBER PYRING MIN STT POL A									
G NUMBER									

Fig 3.

FROM CO		CHARGE		TO CO		TO NO	
BILL TO							
PL. TO STATE							
NO.							
PERS.							
DISCONNECT							
CONNECT							
ELAPSED							
SPEC. INST							
FROM							
ROUTE AND REPORT							
OPR							
31 32 33 34 35							
REA CO (MS) NUMBER							
40 41 42 43 44 45 46							
CO (MS) NUMBER							
47 48 49 50 5							
TO FROM							

Fig 4.

R.A.O.		10 (22)	
A.M.		11 (23)	
P.M.		12 (00)	
P - CB		NC PD 1 (13)	
S		3RD NO 2 (14)	
P		CR CD 3 (15)	
COL		YES 4 (16)	
TBC		SP COL 5 (17)	
DET		CN PD 6 (18)	
AD. H		COL. TO CH. 7 (19)	
WNO		8 (20)	
MISC		9 (21)	
52 53 54 55 56		57 58 59 60	
R.A.O.			

Fig 5.

BILLING		MEMO	
FROM NNX			
COIN PT CHG HOTEL			
0 0 0 0			
1 1 1 1			
2 ABC 2 ABC 2			
3 DEF 3 DEF 3			
4 GHI 4 GHI 4			
5 JKL 5 JKL 5			
6 MNO 6 MNO 6			
7 PRS 7 PRS 7			
8 TUV 8 TUV 8			
9 WXY 9 WXY 9			
61 62 63 64 65 66 67 68 69			
PLACE			
TO			

Fig 6.

TBL		CA	
FROM NO.			
0 0 0 0			
1 1 1 1			
2 2 2 2			
3 3 3 3			
4 4 4 4			
5 5 5 5			
6 6 6 6			
7 7 7 7			
8 8 8 8			
9 9 9 9			
70 71 72 73			
STATE			
CR LOC TX			
CHARGE			

Fig 7.

OMS CARD-ALPHA TELEPHONE COMPANY

FRONT OF MARK SENSE TICKET
ILLUSTRATION I

\$200 \$100		OVER 200		CTO		BILLING INFO NEEDED COIN T + C "O" TRK O+, I+ TRUNK CLEARANCE REQUIRED NFY CHARGE DUE DELAYED CALL TRK
UNDER 100 6-15		PTR				
NCHG		REPORT				
CHARGE		ELAPSED MINUTES		CREDIT P.C.		
RATE STEP CLASS						

80 79 78 77 76 75 74 73 72 71 70 69 68 67 66 65 64 63 62 61 60 59 58 57 56 55 54 53 52 51 50 49 48 47 46 45 44 43 42 41 40 39 38 37 36 35 34 33 32 31 30 29 28 27 26 25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1

Fig. 8

BACK OF MARK SENSE TICKET
ILLUSTRATION II

\$200			
\$100			
	0	0	0
\$10	1	1	1
\$20	2	2	2
\$30	3	3	3
\$40	4	4	4
\$50	5	5	5
\$60	6	6	6
\$70	7	7	7
\$80	8	8	8
\$90	9	9	9
CHARGE			
62 61 60 59 58 57 56 55 54 53 52 51 50			

Fig 9.

200		
100	6-15	
0	0	0
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9	9	9
ELAPSED MINUTES		
in 49 48 47 46 45 44		

Fig 10.

BACK OF MARK SENSE TICKET
ILLUSTRATION III

9
"Route Collect" - DOWN FIRST

THE DIAL STATION RATE ~~IS~~ IN EFFECT NOW IS 20¢
+ + FOR 3 MINS.

OPR. ASST. CALL TAKES A HIGHER RATE.

I WILL BE GLAD TO TRY THE # FOR YOU,
BUT DID YOU KNOW YOUR CALL WILL TAKE THE HIGHER
OPR. ASST. RATE.

25¢ OR MORE FOR REFUND.

PLEASE HAVE (CDD PTY) CALL THE OPR, AND SAY HE HAS
A CALL FROM (CALL BACK #) CALL FROM AC + #

PLEASE HAVE (CDD PTY) CALL THE OPR. AND SAY HE
HAS A CALL FOR (CALL BACK #) FROM AC + #, PBX #

LW MULTI DIGIT CALL BACK INCLUDE OTC NAME.
IN LW PHRASE.

~~EMER~~
ONLY USE NO AMA ON EMER. CALLS (LOCAL) TO
PUBLIC AGENCY - FIRE - POLICE HOLD ON POSITION.
ALL OTHERS CLASS CHARGE & ST TIME POS RELEASE.
DISPLAY # & IF DIFFERENT WRITE IT DOWN.

SPEC BILLING 000 - SHIP TO SHORE

HAS TO ORIGINATE AT THE CALLING #.

3RD #
FROM CH.
2 ATTEMPTS TO OK ACCEPTANCE OF 3RD # BILLING THEN
REFER TO SA.

(R/R) PLACE NAME - "ROUTE COLLECT." [✓ 9000 ONLY]

(D/R) IS NAME PLACE, # A CN TELE

Hi Alex,

THOUGHT I WOULD SEND YOU A GIFT.
THIS IS A PLUG FROM ONE OF THE LAST
CALLS ON THE LORD BOARD ON DAVIS ST.
IN BURLINGTON, N.C.

Blessings,
John

